

# Canada Open Volunteer Handbook

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## General Volunteer Information

- The Tournament will be held at Winsport in the Markin MacPhail Centre (the big colorful building). Volunteers can park in the gravel lot west of the multi colored building or in the paved south lot. There is a map of Winsport on the website volunteer page, the folder I have linked too, and attached to one of the emails we have sent you.
- Volunteers need to sign in at the beginning of their shift. There will be a binder in the volunteer room. Volunteers are also expected to sign out when they finish their shift. Tickets will be given to volunteers after they have signed out. More information is outlined below.
- At their first shift, volunteers will be able to pick up their IDs and shirts. **All floaters, line judges, and sweepers must wear long black pants, black socks, and black shoes when volunteering.** Line judges, sweepers, and floaters may already have their shirts. There will be areas to change in. **Please bring volunteers shirts to each shift.**
- Food vouchers will be given out during the day. Please note, the food tickets may not be enough for everything on the menu so please bring some snacks. **(NOTE: Line Judges will have a different system to get food)**
- We encourage volunteers to bring their own water bottles to the venues. There are fountains available in the arena to refill bottles.
- Every volunteer will get a voucher to put towards a complimentary ticket for **every** shift they volunteer. Volunteers can cash in their vouchers for tickets at the ticket office after their shift. **In order to get the voucher, volunteers must sign out at the volunteer room.**

Ticket Day	Volunteer Voucher(s) needed
Wednesday July 3, 2019	1
Thursday July 4, 2019	1
Friday July 5, 2019	1
Saturday July 6, 2019	2
Sunday July 7, 2019	3

- Volunteers are to act in a professional manner.
- If volunteers are scheduled for the last shift of the day, it is expected that they stay afterwards for end of day clean up.
- While volunteering, volunteers will need to have their IDs with them (**Line judges are the only exception**); however volunteers will not be allowed to get into the venue with just their IDs if they are not volunteering that day.
- Volunteers will need a ticket if they are coming to watch a different day of their shift
- We will have a volunteer draw to give away merchandise. Winners will be announced and notified to pick up prizes at the venue.

- We will notify volunteers about the time, place, and date of our training session. Please note that line judges, Field of Play Sweepers, and Floaters and General Floater will have a separate training session. If you have any questions feel free to email [volunteer@canadaopen.net](mailto:volunteer@canadaopen.net).
- For reference letters and certificates, please fill in all the information needed in the google forum that will be provided on the website. We will try to get back to volunteers as soon as possible. There will be a August cut off date for these services.

## Airport Attendants

### Job Description

Individuals required at Calgary International Airport at both domestic and international arrivals to meet and greet athletes/officials and direct them towards buses. We are requesting that all volunteers wear a cowboy hat (if you have one) or western wear. A reimbursement of \$15 will be given to volunteers for food if receipts are kept. We will only reimburse for parking up to \$40 for a single day. A receipt must be given to one of the coordinators.

- A badminton racquet will be provided that has “Canada Open” printed on it. Athletes will know to come to you if they see a racquet as some athletes may have limited English to communicate.
- Don’t be afraid to approach an athlete to ask or show them the name that should be arriving in the international or domestic arrival area
- Volunteers will be provided with an arrival schedule including: Date, Time, Country, # or Passengers, Airline, and Arrival From, Name of Passenger, Hotel, and E-mail contact
- Volunteers will be advised in advance the approximate times required to be at the airport. Please check arrival times from time to time in case of changes
- It is anticipated that most athletes will arrive Saturday and Monday right before the tournament. You can direct or take them to where the bus or van will pick up the athletes, please make sure you and your driver decide the meeting area in advance of picking up at the airport.
- It would be a good idea to have a mobile phone to contact the driver when athletes are ready to be picked up. The driver will park and wait in the mobile phone waiting area.
- Each driver will be provided with an Airport Attendant Reimbursement sheet to record all expenses. Please still keep all relevant receipts and turn these into the Administration office at Venue (Markin MacPhail Centre)
- More information will be provided closer to the date

## Equipment Pick Up

### Job description

Physical able bodied individuals required to pick-up, load and transport to Venues volleyball floor, playing mats, umpire chairs, cables, tables, printers etc. Please ensure you are wearing closed toed shoes that will protect your feet when moving large heavy objects.

- **Gas will be reimbursed if receipts are kept**
- This will occur the Friday before the tournament
- Items will transported from either Badminton Alberta or Yonex Alberta offices so a vehicle is required.
- Shirts will be given to volunteers either the day of or during the tournament.

## Field of Play Set Up

### Job Description

Physical able bodied individuals required to lay volleyball floor, lay playing mat, set up umpire chairs, lay cabling, hang signage, set-up tables, etc. Close-toed work shoes or hiking boots are required

1. A chalk line will be on the cement floor for reference to lay the flooring in a straight line. Volunteers will need to make sure that we follow that reference line to keep the flooring straight as the floor can shift
2. Underlay must be rolled out
3. Laying the volleyball floors (which are plastic squares that snap together). **Good shoes are required for this step because you will have to stomp the flooring together.**
4. Roll and Lay playing mats
5. Help lay computer Cat5 cabling
6. Set up umpire chairs, hang signage, set-up tables, etc.
7. Any other jobs that are necessary to set up
  - Shirts will be given to volunteers either the day of or during the tournament.

## Line Judge

### Job Description

Volunteers will have to make a quick judgment call while under pressure. No previous badminton experience required.

- Volunteers should be over the age of 18, however we are willing to make exceptions depending on the volunteer and if circumstances warrant it.
- Line Judges are required to wear black pants, shoes and socks. Volunteers will receive a shirt that will need to be worn on court
- No mobile phones allowed on court
- Line Judges on Saturday and Sunday will be by invitation only and will be chosen based on previous days performance
- All Line Judges are required to arrive at the Venue for a team meeting 5 minutes before the commencement of their shift
- The head line judge coordinator will delegate breaks, and has the right to relocate a volunteer to another volunteer position
- When on break, line judges should either sit in their own designated seating area in the stands or sit in the line judges/officials lounges room. Signage will be posted outside the room
- Please note that volunteers may be asked to stay past their shift times

## Floater + General Administration

### Job Description

Volunteers required to be of general assistance as needed at the Venue. This can include any of the job descriptions listed. Each day's last shift of Floaters are expected to stay till the play finishes and clean up the stands (pick up bottles etc). It is highly encouraged that ALL floaters join the training session for Line Judges and conform to the dress code for Line Judges (Black Pants, Shoes and Socks)

- Attend a training session for Line Judges and Sweepers prior to the event and wear Black pants and shoes
- Floaters will be trained to do the jobs that other volunteers do not want to do. This will include ticketing if they are over 18 or if we believe the volunteer is mature enough. Coordinators may also ask a floater to do tasks required at a moment's notice
- Volunteers may also help in the Administration office as needed
- Each day's last shift of floaters are expected to stay until the play finishes and clean up the stands (pick up bottles, garbage)

## Registration

### Job Description

Volunteers required to pack the athlete registration bags with donated items as well as programs and IDs. Some volunteers will also be required to transport registration bags to the Tournament Hotel. Volunteers required to man the registration desk (on Sunday at Tournament Hotel and on Monday at Venue). The job is to ensure athletes are properly registered, providing athletes with registration bags and (if required) note down any potential missing player IDs.

- Packing of the athlete registration bags with donated items, programs (if available), and tourism Alberta brochures.
- We will have a list of players and we ask that all athletes that pick up their player bags are marked off by a check mark by their names to track who have received their bags. To improve efficiency it is recommended to use the (CTRL F) function of excel to quickly find a player's name.
- Some volunteers will also be required to transport registration bags to the Tournament venue (Winsport) if athletes did not pick up their registration bag at the hotel; the bags will go to the Administration Office where athletes can collect their registration bags.

## Field of Play Sweepers

### Job Description

Volunteers required to sweep/mop and pick up shuttles on competition courts between matches and as requested by Team Leads. Volunteers are responsible for keeping the field of play area clean. Sweepers will also need to be Line Judges and are required to receive training and conform to the Line Judge dress code (black pants, shoes and socks)

- Volunteers are required to sweep and or mop after 11 points, after each game and at the end of each match before the next players come to court, may also be at the discretion of the referee or umpire
- Umpire or referee can also ask for assistance at any time
- Volunteers will also be responsible to clear off shuttles at end of each match. We will have a basket that can be used to gather all used shuttles that may still be good for practice purposes, do not throw away good shuttles
- Volunteers will also need to be responsible for all garbage to be cleared away at all times

## Practice Courts Monitor

### Job Description

Volunteers required to monitor practice courts (Mon-Sun) ensuring that only those scheduled or upcoming athletes are on the courts. Volunteers will be provided the daily match schedule.

Practice court monitors **must be 18 or older**

- Volunteers will be provided with a daily practice schedule that will include the country, time of practice, and number of athletes
- Volunteers will need to clean up the courts after teams are done (pick up garbage, vacuum if necessary, clear shuttles, etc.)
- Make sure only players scheduled are practicing on the court
- Give the athlete or a group a 5 minute warning that their practice session will be over
- If you are on the warm up court, make sure only players who are scheduled to play next are the only ones on court
- There will be 3 potential areas for Practice Court Monitors: Main Venue (only Thursday - Sunday), Bob-Niven Training Centre and an off-site practice court venue.
  - Players in Bob-Nivin will have access to the weight room and are permitted to use the facilities

## Ticket and Front Door

### Job Description

Volunteers are required to attend to and monitor the entrance to the venue. This includes verifying tickets, selling tickets, programs, tournament souvenirs, etc. Previous experience in handling cash and credit card processing is required

- Volunteers must be at least 18 years of age.
- Volunteers are to show up 1 hour before game of play starts, and close up with the coordinator 1 hour before the end of scheduled match play.
- This year, all tickets will be preprinted
- Give money and float at the end of the day to the administration office if no one is with you in the administration office. Make sure ticketing office is locked before leaving
- If viewers are planning to come back after they leave, please ensure that you give them a hand stamp when they exit the door.
  - We will tell you which stamp is the stamp of the day
- Volunteers should be assertive to make sure every person has a ticket at the front door
- Please make sure spectators do not have outside food
- All athletes must have ID to enter through the players entrance

## Security

### Job Description

Volunteers required to maintain a peaceful environment at the Venue. These individuals (18 yrs+) will ensure that only athletes and other approved individuals are on the Field of Play and other restricted areas. Volunteers must be able to attend a pre-event briefing lead by a security consultant.

- Volunteers are required to maintain a peaceful environment at the Venue. These individuals will ensure that only athletes and other approved individuals are on the Field of Play and other restricted areas. This will include Badminton Alberta Staff, accredited coaches only, field of play sweepers, practice court monitors, referees, venue person, line judges, officials, EMS,
- Security will be stationed at entrance points to the venue and field of play to prevent access for those who do not have the proper accreditation
- Will be given a walkie-talkie so they can communicate with the coordinators
- Volunteers must be able to attend a pre-event briefing at a volunteer training session at Winsport to learn the stations.
- Security volunteers should not be afraid to ask people to sit in other areas if they are not VIP holders, VIP`s pay more for their tickets and should be assured that they have VIP seating available to them, with VIP ID. If spectator become aggressive walk away and notify one of the coordinators immediately
- If any hazardous waste is found in the stands security is responsible for walling off the area and prevent access to the area to spectators until someone is sent to clean the area
  - Hazardous waste may include anything potentially dangerous to either the volunteers or spectators like blood or anything with blood on it, used tissues, glass, any form of weapons, etc.

## Shuttlecock Inventory Controller

### Job Description

Volunteers required to ensure there are always 3 full tubes of fresh shuttlecocks before each match starts and collect any used shuttles to keep the Field of play area clean. These individuals must be quick and at times work rapidly to resupply courts with fresh new shuttles. A brief training session will be provided by either a coordinator or an experienced Shuttlecock Inventory Controller volunteer at the beginning of their shift to show these volunteers what they will be doing.

- Volunteers will be stationed in a box next to the courts and will need to keep an eye on both finishing games and tournament officials to know which courts will need shuttle resupplying
- During period of play an umpire may signal that they need new fresh shuttles in which the Inventory Controller must immediately supply
- Although watching the games is tempting and is permitted to an extent, please do not forget the job and always have some shuttle tubes ready to be run to the courts

## Tear Down

### Job Description:

Physical able bodies required to tear down volleyball floor, playing mat, umpire chairs, cables, tables, load vehicles, etc. Close-toed shoes is a must. Items must also be transported to Badminton Alberta offices. If you have a truck/van that you are willing to use please advise the organizing committee separately

- Tear down will occur the nights of June 20, 22, 23, and 24.
- Duties of Tear Down will change upon the night of volunteering, although the basic job will apply to all dates: jobs like removing umpire chairs, volleyball flooring, and A-Boards.
- On all the Tear Down days (with the exception of June 24, 2018) volunteers are also required to help fix-up the venue to make it presentable for the following day. This may include rolling out carpet, replacing A-Boards and creating courtside box seats.
- This job may require some heavy lifting and strong able bodies are required along with closed toed shoes
- Driving is not required, but ability to drive and ownership of a truck or van is considered an asset

## Usher

### Job Description:

Volunteers required to guide VIPs to designated VIP seating section and ensure only VIPs are sitting in these sections (VIPs will be indicated by the VIP lanyards with them). Ushers **MUST** be at least the age of 16 to apply

- Basic jobs will include monitoring the seating areas (specifically the VIP area) and helping security remove those who sitting in the VIP section without proper accreditation (a VIP pass).
- These individuals will also be charged with keeping watch over the curtains hanging over the windows and entrance of the venue and making sure that these curtains remain closed
- If any curtains are pulled down and cannot be easily repaired please notify a member of the organizing committee immediately through either security or front door / tickets
- Ushers are responsible for picking up any garbage left in the stands. This may include food wrappers, papers, leftover programs or forgotten articles of clothing.
- **If anything hazardous is left in the stands do not attempt to clean it up. Immediately notify security AND a member of the organizing committee**
  - Hazardous waste may include anything potentially dangerous to either the volunteers or spectators like blood or anything with blood on it, used tissues, glass, any form of weapons, etc.
- If any spectators become unruly or unreasonable when approached, back away and notify both security and a member of the organizing committee. Under no circumstance escalate the situation.
- You are permitted to watch some of the matches but please **DO NOT** sit down and neglect your duties

## Podium Preparation + Medal Ceremony

### Job Description:

Volunteers required for podium and medal set up. Volunteers will also be used for the presentation of medals and greeting presenters. Dress Code will be in effect.

- Dress Codes will be in effect which will be the volunteer shirt provided, black pants, black shoes and black socks
- All of these volunteers must sign in at the Administration Office where they will be briefed in their jobs and duties during the medal ceremony
- All training will be done just prior to the Podium Preparation and Medal Ceremony by the individual leading the Medal Ceremony

## Doping Chaperone

### Job Description:

Volunteers required for assisting officials collecting samples for doping test. Each DCC will be assigned to one specific match. Upon completion of the match, DCC identified his/herself to the selected athlete and accompany the athlete until a sample is retrieved.

NOTE: Volunteers for this position must be at least 21 years old. DCC does not need to touch the sample.

- These volunteers will be accompanying athletes during their doping tests
- Please do not violate the player's privacy and personal space
- Volunteers will **NOT** be handling the samples, but are still to be careful when around the samples as to not spill or knock them over
- Male athletes will **ONLY** have a MALE volunteer attendant and Female athletes will **ONLY** have a FEMALE volunteer attendant. NO EXCEPTIONS.

## Tunnel Assistant

### Job Description:

Volunteers required to gather players to waiting area before the start of match and walk players off court to interview/rest area after match

- These volunteers will often work independently from most groups with little supervision
- Must have a broad vision and be watching the progress of all games to identify which games are about to end
- Will have a radio to signal the line judge coordinator when to begin line judge preparation for the next games
- Do not pry into the player's affairs and their games, as the players may be recovering and do not want to be answering questions
- Must coordinate the players and prepare them for their upcoming game which may include showing them where the water bottles are stored.
- In times of high game volume Tunnel Assistants will be required to coordinate with the Line Judge coordinator in order get food orders ready for the outcoming line judges.

## Shuttle Time Assistant

Volunteers will be required to help out with the Shuttle Time Program. Shuttle time is a program where younger children are educated about badminton. Volunteers will be helping the Shuttle Time Coordinator supervise and will be participating in various activities with younger children. To apply you MUST be over the age of 15.

- Sign in MUST be done at the Administration Office prior to the shift start and sign out at the Administration Office after the shuttle time program has finished.
- These volunteers will be split into 2 main jobs: leading groups to different areas and helping with the fundamental movement program
- Zones will be split into two main areas: Sports Hall of Fame and the Multipurpose Room / Bob Niven Quad where students will be participating in different activities and volunteers must be familiar with the paths between Markin Macphail Centre, Bob Niven Gymnasium and the Sports Hall of Fame.
- Training will be given on Monday June 18, 2018 on the locations of the activities and feeding techniques that will be used
- These volunteers will be dealing with students and minors so must watch their words and actions around the students
- The students will be accompanied by the student's chaperones and teachers and some requests can be made by them for the benefit of the students so long as there is approval from the head of Shuttle Time (Dave McMaster) or the school head (Bea Ko)
  - Any minor stops like to the bathroom do NOT need approval but a head count must be done before and after the stop

## Under 13 Volunteers

Job Description:

Volunteers MUST BE UNDER the age of 13 to enter as an U13 Volunteer. Jobs will include general assistance as needed at the Venue. This can include any of the job descriptions listed or may be helping the tournament staff as an assistant. At the end of their shift U13 Volunteers are to meet at the Volunteer Office for sign-out and pick-up by their parents.

- U13 volunteers (or junior volunteers) will be fitted into positions depending on their abilities and will be attached to older kids or adults to fulfill any needed jobs
- Jobs done may include but are not limited to running food, ushers, taking food orders, or as practice court cleaners
- All U13 volunteers must be signed in at the Administration Office and will wait there until they can be paired up and assigned to a job
- For sign out all U13 Volunteers will be taken into the Administration Office for sign out and pick-up by their parents (or guardian)
- If seen fit a U13 volunteer may be given further responsibilities depending on the individual
- If a U13 gets lost they are encouraged to ask any other volunteer their location and that volunteer will contact someone from the Organizing Committee for pick up